

ATTACHMENT E: PAST PERFORMANCE QUESTIONNAIRE

MOVING SERVICES

Vendor Being Evaluated _____

The United States Patent and Trademark Office (USPTO) is relocating about 8,000 people into about 2.2 million square feet of space. We are in the process of contracting with a vendor to provide moving services. As part of the solicitation, the potential vendor has been asked to distribute this questionnaire to a point-of-contact from their previous projects. You have been selected by the vendor as the owner's representative to provide an evaluation of their past performance.

Please answer all the questions. If a question does not apply, mark it "N/A" (Not Applicable). Verify that the name of the vendor is included at the top of each page. Return the completed questionnaire to Mr. Chris Mikula, USPTO, no later than Monday, March 31, 2003.

Mr. Chris Mikula
U.S. Patent and Trademark Office
Office of Procurement
2011 Crystal Drive, CPK-1, Suite 810
Arlington, VA 22202

If you have any questions or concerns about this evaluation, feel free to contact Mr. Chris Mikula at 703-305-8417. Your response is greatly appreciated.

Evaluator's Firm Name and Address		_____

Project		_____
Evaluator	_____	
Signature	_____	Date _____
Telephone	_____	Fax _____
E-Mail	_____	

Contract Details

Period of Time Covered	_____	to	_____
% of Contract Complete	_____		
Contract Type (circle one)	Fixed Price	Lump Sum	Other
Approximate Contract Value			_____
Approximate Number of Persons Relocated	_____		
Approximate Square Feet of Office and Support Space			_____

MOVE VENDOR QUESTIONNAIRE

Quality

- Did the vendor have an organized approach to completing the move?
☐ Yes ☐ Usually ☐ Sometimes ☐ Rarely without owner's persistence ☐ No
- Did the vendor provide adequate, knowledgeable, and skilled staff?
☐ Yes ☐ Usually ☐ Sometimes ☐ Rarely without owner's persistence ☐ No
- Did the vendor adhere to minimum security requirements (i.e., prior identification of staff)?
☐ Yes ☐ Usually ☐ Sometimes ☐ Rarely without owner's persistence ☐ No
- Did the vendor utilize vehicles and equipment that were in good working condition?
☐ Yes ☐ Usually ☐ Sometimes ☐ Rarely without owner's persistence ☐ No
- Was there damaged or lost items during the move?
☐ Yes, a lot of items ☐ Yes, some items ☐ No
- Were concerns addressed promptly by the staff and resolved?
☐ Yes ☐ Usually ☐ Sometimes ☐ Rarely without owner's persistence ☐ No

Comments: _____

Customer Service

- Did the vendor understand your mission and priorities?
☐ Yes ☐ Usually ☐ Sometimes ☐ Rarely without owner's persistence ☐ No
- Was the vendor's staff adaptable to variations in move plan?
☐ Yes ☐ Usually ☐ Sometimes ☐ Rarely without owner's persistence ☐ No
- Did the vendor offer suggestions on improving the move schedule and plan?
☐ Yes ☐ Usually ☐ Sometimes ☐ Rarely without owner's persistence ☐ No
- Did the firm submit reasonably priced change proposals?
☐ Yes ☐ Usually ☐ Sometimes ☐ Rarely without owner's persistence ☐ No
- How satisfied were you with the work of the vendor?
☐ Very Satisfied ☐ Somewhat Satisfied ☐ Not Satisfied

Comments: _____

Timeless of Performance

- Did the vendor start the move at the time scheduled?
☐ Yes ☐ Usually ☐ Sometimes ☐ Rarely without owner's persistence ☐ No
- Did the vendor work to complete a particular move during the planned shift, even if the move took longer than anticipated?
☐ Yes ☐ Usually ☐ Sometimes ☐ Rarely without owner's persistence ☐ No
- Did the vendor's management provide information in a timely manner?
☐ Yes ☐ Usually ☐ Sometimes ☐ Rarely without owner's persistence ☐ No

Comments: _____

Business Relations

- Was vendor's management accessible when you needed to contact them, even during weeknights or weekends?
☐ Yes ☐ Usually ☐ Sometimes ☐ Rarely without owner's persistence ☐ No
- Where the vendor's invoices complete, accurate and timely in submission?
☐ Yes ☐ Usually ☐ Sometimes ☐ Rarely without owner's persistence ☐ No
- Did the vendor communicate well with you and your firm's technical advisors?
☐ Yes ☐ Usually ☐ Sometimes ☐ Rarely without owner's persistence ☐ No
- Would you hire this vendor again?
☐ Yes ☐ Possibly ☐ No

Comments: _____

THANK YOU FOR YOUR ASSISTANCE IN COMPLETING THIS QUESTIONNAIRE

ATTACHMENT F: PRICING SCHEDULE

CONTRACT LINE ITEM NUMBER (CLIN) PRICING TABLE

CLIN #	Description of CLIN	Total Price		
		10/1/03 – 3/31/04	4/1/04 – 12/31/04	1/1/05 – 7/31/05
1	Example 1	\$		
	Anticipated Duration (weeks)			
	Anticipated Average Field Staff per Shift			
2	Example 2	\$		
	Anticipated Duration (weeks)			
	Anticipated Average Field Staff per Shift			

Contract Line Item Number Details

- 1 Moving about 1,000 people
Move about 50 per weeknight, 4 nights per week.
- Each person is relocating one freestanding desk, a table, a task chair, a guest chair, a filled 5-drawer vertical file, a 5-shelf bookcase, a small table and 20 boxes
 - Both locations have a freight elevator access
 - There is a loading dock available at only the destination.
 - Access is restricted to a straight truck
- 2 Moving about 1,000 people
Move about 100 per weeknight, 4 nights per week. Moves occur from building 1 to building 2 (50 each) and building 3 to building 4 (50 each).
- Each person is relocating one freestanding desk, a table, a task chair, a guest chair, a filled 5-drawer vertical file, a 5-shelf bookcase, a small table and 20 boxes
 - Both locations have a freight elevator access
 - There is a loading dock available at only the destination.
 - Access is restricted to a straight truck